

Risk	Direct Consequence	Impact – where relevant (Time / Cost / Performance)	Likelihood (H / M / L)	Mitigation measures	Effectiveness
Difficulty in securing residents' responses	<ul style="list-style-type: none"> • Extra effort to pursue contacts • Potential shortfall against target of achieved responses 	P: Unable to secure sample, leading to bias in sample T&C: Longer time / more cost in securing participation	M	<ul style="list-style-type: none"> • Adequate initial sample size • Adequate length of fieldwork • Ability to send out a further reminder mailing if required 	Complete
Residents' annoyance at extent of information requirements	<ul style="list-style-type: none"> • Poor level of interest / lack of cooperation • Damage to residents relationship with landlord 	P: Not enough conclusive evidence from study C: Need to contact large numbers of residents	L	<ul style="list-style-type: none"> • Engage Client to pre-communicate and survey rationale • Explain benefits of survey and encourage participation • Make questionnaire layout as simple & attractive as possible. 	Complete
Divergence from Project Officer's expectations	<ul style="list-style-type: none"> • Iterations on reports - reanalysis 	P: Unsatisfactory output T: Delay to allow time to revise C: Cost/ time to supplement data	L	<ul style="list-style-type: none"> • Project Officer sign-off of all project documents (letters, questionnaires) • Regular progress reporting to Project Officer, especially on response rates • ISO20252:2019 standard and general quality assurance on project management 	Complete
Excessive other workload on FSL	<ul style="list-style-type: none"> • Neglect of service provision 	T: Delay	L	<ul style="list-style-type: none"> • Project prioritisation system • We have always met deadlines for previous comparable projects. 	Complete



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Staff sickness / extended absence	<ul style="list-style-type: none"> Disruption to project progress at development or reporting stage 	T: Over-run P: Lack of continuity / completeness in distillation of findings	L	<ul style="list-style-type: none"> Multi-person team to share project knowledge Quality plan to document approach at all stages Ongoing project documentation and communications with client Short project duration 	Complete
Critical supplier failure	<ul style="list-style-type: none"> Disruption to project progress at printing, mailing and data inputting stages Server failure 	T: Delay P: Unable to maintain timetable C: Cost/time to set up new systems or transfer work	L	<ul style="list-style-type: none"> Home-working – easy to transfer operations IT systems fully backed up BDR server for continuity of servers in event of server failure Extra equipment available Back-up suppliers in extreme circumstances 	Complete

Version: Business Continuity Risk Assessment 2025.Docx
 Last Reviewed: 15 January 2025
 Next Review: 31 December 2025

